Authenticator not prompting to enter two digit code

Jason Molaison - 2025-10-29 - General Support

When trying to authenticate to your Microsoft account, and you are presented with the two digit code to enter into the Authenticator prompt on your mobile device, you may find that occasionally your mobile device will not automatically display the prompt. This could be caused by a number of factors. You can use the below steps to alleviate the issue.

1. Try opening the Authenticator app. Once open, swipe down to force a refresh. This will tell the app to look for any pending notifications.

2. If a manual refresh does not solve the issue, you can close the Authenticator app, and reopen.

3. After restarting the Authenticator app, if it still does not generate the prompt, you should restart your mobile device. It is recommended to do a hard reboot and not just a power cycle of the device. The process will vary depending on the make and model of your device you have. A quick Internet search will provide the specific steps needed.

4. The following steps are used to perform a manual code entry in the event that the Push method is still unsuccessful.

   1. At the bottom of the "Approve sign in" request window, click on "I can't use my Microsoft Authenticator app right now"

Microsoft

Approve sign in request

Open your Authenticator app and approve the request. Enter the number if prompted.

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

I can't use my Microsoft Authenticator app right now

2. Then click on "Use a verification code"

3. Within your Authenticator app on your mobile device, locate the appropriate account, and note the six digit generate code.
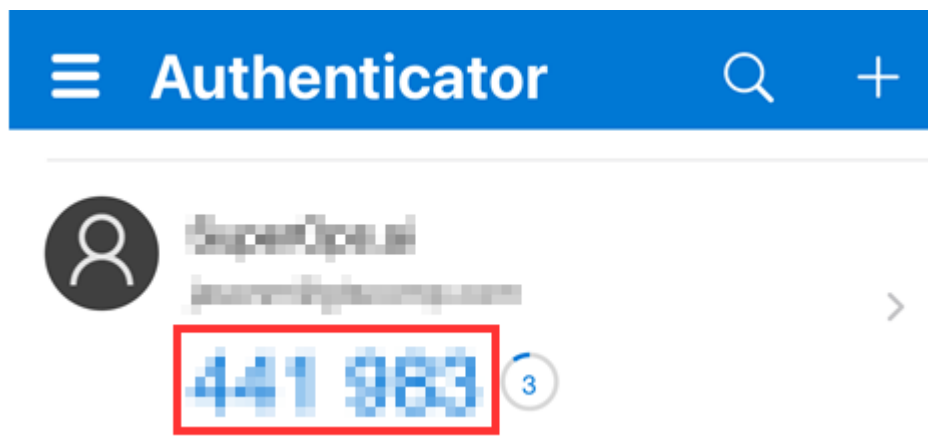
4. When prompted, enter the six digit code. *Note this code is updated every 30 seconds*

If after trying these steps, you are still unable to successfully authenticate, contact us for further assistance, we are here to help. Simply send an email to helpdesk@gtscomp.com.